

ILLEGAL GUIDING

- A person who is not a registered tourist guide, may not for reward, whether monetary or otherwise, act as a tourist guide.
- If you have been guiding illegally (un-registered) in the past or are a former SATOUR registered tourist guide who has not yet registered, then please contact our office.
- Any person may lodge a complaint with a Provincial Registrar regarding the misconduct of a tourist guide. A complaint form is available on www.capegateway.gov.za/tourguide.
- If the complaint discloses an offence, the Provincial Registrar may lay a charge with the South African Police Service.
- Illegal tourist guides can be fined up to R1,000.00

TOUR OPERATORS

- A company or close corporation must only utilise the services of registered tourist guides.
- A tourist guide may not drive a vehicle with a carrying capacity of more than 10 persons while at the same time acting as a tourist guide.
- Any company or close corporation that contravenes the above may be fined up to R10,000.00.

FOR MORE INFORMATION CONTACT:

Tourist Guide Registration Office
Department of Economic Development
and Tourism, Western Cape
Ground Floor, Waldorf Arcade
80 St. George's Mall
Cape Town

Operating hours are Mondays to Fridays
from 08:00 to 16:00

PO Box 979
Cape Town 8000

Tel: +27 21 483 2960
Fax: +27 21 483 2957

Email: registrar@pgwc.gov.za

Web Address:

www.capegateway.gov.za/touristguide

HAVE YOU ASKED YOUR TOURIST GUIDE FOR:

CARD



BADGE



IN TERMS OF THE TOURISM SECOND AMENDMENT ACT 70 OF 2000, LEGAL TOURIST GUIDES IN THE WESTERN CAPE MUST:

- Be registered with the Provincial Registrar, Western Cape
- Be a South African citizen or be in possession of a valid work permit.
- Have a valid first aid certificate.
- Abide with the tourist guide code of conduct and ethics.

HOW TO BECOME A TOURIST GUIDE

- Obtain a list of THETA-accredited training providers from the Tourist Guide Registration Office. Contact a THETA-accredited Trainer or Assessor regarding duration of courses, content, dates, times and fees.
- You need to have a valid first aid certificate.
- Show proof of competence, determined by the South African Qualifications Authority (SAQA), and the National Qualifications Framework (NQF).
- Apply for registration to the Provincial Registrar. The application must be accompanied by the prescribed fee of R 240.00

- Your registration as a tourist guide will be valid for a two-year period. You will be required to renew once the period has expired.
- To obtain the application form and further information, contact the Tourist Guide Registration Office.
- The Cashier's Office is located within the Tourist Guide Registration Office with operating hours on Mondays to Fridays from 08:00 to 15:00.
- The Cashier's Office is closed from 12:30 to 13:30 each day.

THE TOURIST GUIDE CODE OF CONDUCT AND ETHICS

A Professional Tourist Guide:

- Shall at all times show willingness to provide optimum support and quality service to all tourists, and will give tourists an opportunity to enjoy or visit a desired destination.
- Shall be suitably dressed and presentable at all times.
- Shall be punctual, reliable, honest, conscientious and tactful at all times.
- Shall be a responsible driver, when driving as a guide.
- Shall carry out the programme/itinerary of a tour to his/her abilities and be loyal to the

company/organisation that he/she is representing.

- Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
- Shall at no time be under the influence of alcohol or a narcotic substance while on duty and shall refrain from administering any medication to a client without proper medical consultation.
- Shall be concerned at all times for the safety of the tourist.
- Shall wear appropriate tourist guide badge and will carry his/her registration card.
- Shall in no way discriminate in rendering service to any tourist on any basis e.g colour, gender, ethnicity, nationality, physical challenge, age, etc.
- Shall treat all people, cultures and the environment with respect.

To obtain details of registered tourist guides, please contact our office or visit our website at www.capegateway.gov.za/touristguide